

# Las Vegas FIRENEWS

1998 IABC-Las Vegas **BRONZE QUILL** Award-Winning Newsletter

Volume 12, No. 2 Las Vegas, Nevada October, 2004



## Station #5 Dedicated with 9/11 Rememberance Ceremony



FF Chris Sproule, Councilwoman Janet Moncrief, Chief David Washington, Mayor Oscar B. Goodman, City Manager Doug Selby & F/Capt. Theo Adams officially dedicated the station.

**ON THE** third anniversary of one of the worst tragedies to occur in the United States, the city of Las Vegas dedicated a new fire station and unveiled a permanent display that holds a part of the World Trade Center.

Attending the dedication of Fire Station #5 and remembrance of those who lost their lives on September 11, 2001, in the World Trade Center, the Pentagon and the fields of Pennsylvania were: Rep. Shelley Berkley, Mayor Oscar B. Goodman, Councilwoman Janet Moncrief,

Councilman Steve Wolfson, County Commissioner Lynette Boggs-McDonald, LVMPD Sheriff Bill Young, Municipal Judge Elizabeth Kolkoski, City Manager Doug Selby and DCM Betsy Fretwell. Representatives from the offices of Senators Harry Reid and John Ensign were present. City Communications Director David Riggelman was the Master of Ceremonies. The ceremony took place at 9 a.m. on Saturday, September 11, at Fire Station 5, located at 1020 Hinson Road. Rabbi



"Station 5 dedication" - continued on page four.

## CHIEF'S CALL



**WE HAVE RECEIVED** approval from City Management to seek Accreditation for our department. You may recall that we have spoken about our interest in pursuing Accreditation for the past couple of years during our roundtable discussions. We are pleased that City Management agrees and so does our labor leadership.

What is this Accreditation some might ask? Well, the Accreditation process provides a nationally accepted set of performance criteria by which a community can evaluate the level and quality of fire, EMS, and other services it provides to its citizens. In short, it's a total self-assessment. Yes, it is somewhat like ISO, but in my opinion it goes into greater depth covering some 254+ total performance indicators and ISO covers approximately one-third of the accreditation indicators.

We are grateful that several individuals have officially accepted the responsibility to be involved in this effort. Eugene Campbell will serve as project manager and Scott Fuller will be the project coordinator with Jay Floyd, Bertral Washington, Mark Rivero and Ervin Kral serving as committee members to assist. The overall process could easily take up to two years to complete.

We are not the first in our valley to pursue this nationally recognized status; both Henderson and Clark County Fire Departments have achieved the status. Nor will we be the first department within the city of Las Vegas to become an accredited department, we will proudly join such departments as Detention and Enforcement, Public Works, and Leisure Services, just to name a few. We salute each of the respective organizations on their great accomplishment as we look forward to joining this prestigious group.

Finally, I would encourage each of you when called upon to assist, to give your very best because I can assure you that the previously mentioned organizations achieved their goal through team participation. I trust that the journey will test our ability to work collectively to achieve a major goal for our department, not to mention our citizens. Yet, without a doubt, I know that we are up to the task as we strive for a safer community. To City Management, we say thank you for the confidence and support.



## Meet Deputy City Manager Betsy Fretwell



### **DEPUTY CITY MAN-**

**AGER** Betsy Fretwell joined the City Manager's Team in the spring of 2000. A native of South Carolina, Betsy has lived in Las Vegas for the past thirteen years,

having arrived here after attending graduate school at the University of Georgia. Betsy started her Las Vegas career working for the County Manager's Office and has seen the population just about double since her arrival.

Interestingly, Betsy's career development focused on intergovernmental relations, strategic planning, organizational development and public policy development. She has represented the county, city of Henderson and city of Las Vegas as a lobbyist at the biennial legislative sessions since 1995. Her focus at the city has been to improve the organization internally, as well as represent the agency in its best light to outside entities.

Betsy has a great interest in public safety and, in particular, Fire & Rescue. During the summer of 2003, Betsy joined the city's Emergency Management Team in Emmitsburg, Maryland for a disaster preparedness course. It was a very enlightening and enjoyable trip for all who participated. Lead by Deputy Chief Jeff Morgan, Betsy joined Mayor Oscar B. Goodman on daily morning exercise walks intended to keep everyone in shape during the long days of classroom study and mock disaster drills.

Betsy takes her responsibility for overseeing the department of Fire & Rescue seriously and has enjoyed working with Fire Chief David Washington, his Executive Staff, and Union leaders in making the department one of the finest in the nation. She is open to innovation and creativity and is committed to providing our first responders with the safest and most progressive equipment possible. She is proud to do that. We are indeed very lucky to have Ms. Fretwell working on our behalf in the city.



# Theo Adams Fundraiser Unforgettable

**WHEN CAPTAIN THEO ADAMS** arrived at the Suncoast Hotel on the evening of Friday, August 27th, it was an emotional moment for him, as well as for the people who were there to honor him.

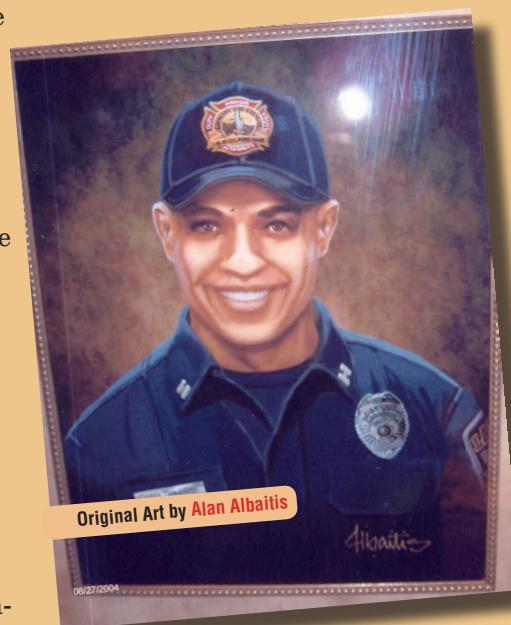
Hundreds of supporters gathered upstairs at the Suncoast in a spirit of camaraderie and unity to welcome Theo and participate in the raffle prize drawing.

Among the prize winners FF Dave Bray won the 7-day Hawaiian Vacation and F/Captain Brad Goetting won the 4-day/3-night cruise for two including airfare. This raffle produced \$29,536 in ticket sales and there was \$3,796.59 raised in t-shirt sales. An additional 49 winners were awarded prizes during the drawing.

Since the evening of October 31, 2003, the thoughts and prayers of the Las Vegas Fire & Rescue family have been for the recovery of Theo Adams. On that evening Captain Theo Adams sustained serious injuries when Engine 6

was involved in an accident at the Jones/95 exit while responding to a fire call. After his initial stay at University Medical Center, Theo was sent to Houston, Texas to a special rehabilitation center and returned to Las Vegas in late June 2004, where he currently lives in the Care Meridian rehabilitation facility.

Special thanks are given to the Fire Explorers that were there to assist with everything. They are always a big help. A great debt of gratitude is owed to the organizers of this benefit: Captain Nate Pechacek, Captain Bertral Washington, Captain Victor Thompson, FTO Eida Fujii, Arlene Jackson (along with her niece), Kathi Cooper and the many people who sold raffle tickets and worked behind the scenes to make this event such a success. Once again it was plain to see what being a part of the firefighter family means.



## LVFR Retains Nate Pechacek Trophy

**FOR THE 3RD** consecutive year, Las Vegas Fire & Rescue has won the **FIREFIGHTER'S CHALLENGE BLOOD DRIVE**.

On Saturday, July 24, 2004, firefighters from the valley fire departments were challenged to see which department would donate the most blood to the **UNITED BLOOD BANK** at Cashman Field.

The **CLARK COUNTY FIRE DEPARTMENT, HENDERSON FIRE DEPARTMENT, BOULDER CITY FIRE DEPARTMENT** and **NORTH**

**LAS VEGAS FIRE DEPARTMENT** were in race to capture the coveted **"NATE PECHACEK TROPHY."** This trophy is awarded to the entity that donates the most blood during the challenge. The final totals are as follows:

DEPARTMENT	RANKING	TOTAL DONATIONS
Las Vegas Fire & Rescue	1st Place	58
Clark County Fire Department	2nd Place	44
No. Las Vegas Fire Department	3rd Place	13
Henderson Fire Department	4th Place	12
Boulder City Fire Department	5th Place	1

Special thanks to **ALAN ALBAITIS** who donated signed posters to the first 43 persons who gave blood. Thanks to all who so generously gave their time and the gift of life to others. LVFR reigns once again!

**"Station 5 dedication" - continued from cover.**

Mel Hecht gave the invocation.

The remembrance and dedication ceremony included performances by Celebrity City Sweet Adeline Chorus of Greater Las Vegas, the posting of the colors and ringing of the bells led by the Las Vegas Fire & Rescue Honor Guard, and keynote remarks by John Vigorito from the city of New York Office of Emergency Management. The ceremony was followed by an open house of Station #5 until 1 p.m.



Deputy Chief Rick Gracia & Ret. Deputy Chief Rex Shelburne at Station #5

Fire Station #5 was located at the intersection of Hinson Road and West Charleston Boulevard for more than 45 years and was torn down about a year ago. It was then replaced with a new, state-of-the-art fire station. It has some unique features, including a special "museum" structure in front of the fire station that will house the city's first fire engine, a 1917 Model-T Ford pumper. There is also a history wall and the World Trade Center beam that will be on permanent display in front of the station. The station will have a crew of six firefighters on duty. There will be a fire engine and rescue ambulance based at the station.

#### **FIRE STATION #5 FACTS**

- **LOCATION:** 1020 Hinson Road  
(at West Charleston Boulevard  
behind the Elk's Lodge)
- **COST:** \$2,959,432
- **FACILITY SIZE:** 10,738 square feet / 3 bay  
1-story building
- **BUILT BY:** Richardson Construction  
Company
- **ASSIGNED CREW:** One fire engine and one  
rescue ambulance
- **PROJECT STARTED:** September 2003

## **Priority Safety**

- It is STILL HOT outside. Do not let the reduced temperatures lull you into forgetting about hydration prior to, during, and after your work shifts. New rehab equipment (Kore Kooler chairs) is available, and yours for the asking. Please remember to use it.
- There is plenty of road construction and school zones within the City's roadways. Remember that one of your best defenses against distracted drivers is to anticipate their bad decisions and steer clear of them. Don't just look directly in front of you; instead, look 10 to 12 seconds down the road. Stopping carefully will help you maintain control of your vehicle, save on fuel, and prolong the life of your brakes.
- Quote from Dr. Burton Clark, EPO, CPO, Management Science Program Chair, NFA (instructed LVF/R Mayday class):  
*"One national survey said that only 57 percent of us wear our seat belts all the time while responding to and returning from calls. Fifty-seven percent cannot be a passing score for anything we do."*
- The instructors from Human Resources OJI Division wish to thank members of the Fire Services for their inquiries while filling out on-the-job injury reporting forms. One error that is still being repeated is that the employee is filling out both the C1 and C3 forms: the C3 form is to be filled out by the supervisor, only.
- An example of what expenses can be occurred during City vehicle accidents: On December 6, 2002, a city employee, while traveling eastbound on US 95 near the Casino Center exit, failed to stop for merging traffic and rear ended a 1995 Jeep Grand Cherokee, driven by a 66 year old male. As a result of this accident, there was \$4,500.80 vehicle damage to the city vehicle, and the claimant's vehicle was a total loss, which was settled for \$8,330.20.

The claimant sustained severe injuries to the lower back and lower extremities, which ultimately required an anterior/posterior lumbar surgical reconstruction. Prior to surgery the claimant underwent extensive pain management treatment to no avail. Medical expenses has accumulated in excess of \$259,000.

**It was determined based on the severity of the injuries and expenses that \$50,000 tort liability cap be offered as settlement of this claim.**

# City of Las Vegas Adopts New Fire Code

**IN FEBRUARY** of this year the City Council adopted a new fire code entitled National Fire Protection Association 1/Uniform Fire Code 2003 or better known as NFPA 1/UFC 2003. The City has used the Uniform Fire Code since the early 1970's. The 2003 Edition of the UFC has been combined with the National Fire Protection Association standards. The Fire Prevention and Fire Engineering Divisions spent many hours reviewing the code and integrating it with the City's building code. The City uses the International Building Code (IBC) as it's building code. In addition to the contents of this model fire code, several amendments were added to meet the needs of our City as well as enhance the life safety of citizens as well as addressing firefighter safety through the code process. This article will focus on some of those enhancements and new additions not previously addressed in the fire code.

## Fire Sprinklers

Automatic fire sprinklers will be required in several occupancies not previously addressed in the past. Any building 5,000 square feet or greater will be required to have fire sprinklers. All assembly building with an occupant load of 300 or more, and drinking establishments with an occupant load of more than 100 will be required to install fire sprinklers. All multifamily dwellings, congregate residences and group care homes will be required to have fire sprinklers also. Some

one and two-family dwellings under certain conditions will also be required to have fire sprinklers.

The literature is clear that automatic fire sprinklers save lives and reduce property losses. This is demonstrated every time we responded to structures with fire sprinklers.

## Streets and Fire Lanes

One of the most sensitive issues with citizens is that of street widths, fire lanes and traffic management or calming devices. These issues also affect our emergency response times and access to structures on fire, as well as response to medical emergencies. With land

values increasing the desire for narrower streets have been voiced by the development community. In an effort to meet these requests and ensure fire safety, the new code allows for narrower streets in residential developments if the homes on those streets have automatic fire sprinklers installed. The shortest width for a street will be 24 feet with no parking allowed on either side unless fire sprinklers are installed. In new residential developments, fire lanes must be identified and marked prior to construction. In the past the fire lanes were not marked until the last home was built. This resulted in several complaints from homeowners who were not aware that they could not park in the street in front of their home. Language was added to designated primary and second-

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Deputy Chief **Ken Riddle** LVFR Fire Marshal

## MDA Boot Drive Raised Record Amounts

Local 1285's MDA Committee would like to thank all of our members who participated in this year's boot drive and assisted in, once again, increasing our previous year's total. I am including last year's totals as a comparison.

### 2003 TOTALS

A platoon - \$29,401.00/ Saturday  
B platoon - \$46,542.78 / Friday  
C platoon - \$55,459.87/ Thursday

**LVFD TOTAL - \$131,403.65**

### 2004 TOTALS

A platoon - \$36,158.01/ Thursday  
B platoon - \$54,570.64 / Friday  
C platoon - \$55,485.95 / Friday

**LVFD TOTAL - \$146,214.60**

**VALLEY WIDE TOTAL FOR 2004 - \$508,044.03**

Everyone did an incredible job for a most worthy cause. Thank you all again.

I would personally like to thank the other members of the MDA Committee that include the following: Matt Gordon - Chairman, Angelo Aragon, Tomas Aragon, John Kelley, Ron Kline, Mitch Steinberg.



## Captain Nate Pechacek Named September's City Employee Of The Month

**CAPTAIN NATE PECHACEK** was surprised when City Manager Doug Selby, Deputy City Manager Betsy Fretwell and Human Resources Department Director Claudette Enus arrived at Station #1's bay area on the morning of September 14, 2004, to present him with the city's Employee of the Month Award for September 2004. Assistant Chief Eugene Campbell nominated Nate, who has been a city employee since March 1987.

tion, again using his own life experience to promote blood donations, which in turn helps improve public safety for all of the community. He was chosen to go to "Ground Zero" in New York and represent Las Vegas Fire & Rescue on behalf of the United Blood Services.

As President of the Firefighters of Southern Nevada Burn Foundation, Nate has worked on the firefighters' (fundraising) calendar, bachelor auction, toy drive and numerous other

visit the fire station inquiring about a career as a firefighter, he encourages those individuals by offering information and guidance. His leadership and enthusiasm have a positive influence on employee morale.

Captain Nate, as many people call him, is an outstanding example for many people, especially for those who are fortunate to work with him. His behavior exemplifies the level of customer service that the city of Las Vegas is committed to providing to its



Claudette Enus, David Washington, Betsy Fretwell, Doug Selby, Nate Pechacek & Greg Gammon at EOM ceremony.

Dr. Selby stated that Nate was chosen for his outstanding hard work and leadership resulting in greater assistance to the public, increased employee morale, and improved public safety. His tireless efforts have provided outstanding assistance to the public through his many community service projects. He has worked with Mothers Against Drunk Drivers and spoken to many students and adults on the importance of driver safety, citing his own experience as a victim to help illustrate his point. He has encouraged the public to support the United Blood Services organiza-

tion, representing both the Burn Foundation and Las Vegas Fire & Rescue. Often those who suffer from the effects of a fire, require much more than medical treatment. Nate and the Burn Foundation assist victims with various needs including providing food, clothing, shelter, and transportation to doctor appointments. Whenever there is a need for a home renovation or toy drive, Nate is there leading the way.

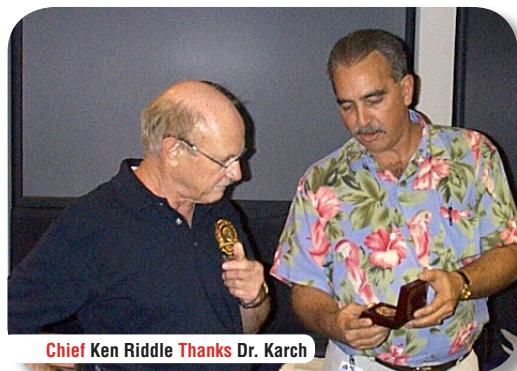
Nate is eager to help people who are looking to promote or begin a career as a firefighter. When citizens

residents. He manages to contribute in all three ways, while still maintaining his position at Las Vegas Fire & Rescue. We are very proud to have Captain Nate as a member of our fire department.



# Dr. Karch Retires

On June 23rd Las Vegas Fire & Rescue employees bid Dr. Steven Karch farewell and good luck. Dr. Karch started in 1996 as a



Chief Ken Riddle Thanks Dr. Karch

part-time employee. He was recruited from University Medical Center where he was employed. His duties primarily consisted of conducting medical examinations for fire suppression personnel. It was a struggle getting Dr. Karch onboard. No governmental agency had employed a Medical Doctor before. So many issues had to be dealt with to convince the city that having a Department Physician was a good idea. All the obstacles were overcome and Dr. Karch started doing physicals in 1997.

Since the beginning Dr. Karch has tracked the health data of firefighters and has shown an improvement in the overall health of our employees. Many firefighters had medical problems they were not aware of brought to their attention by Dr. Karch allowing early treatment. Dr. Karch improved the quality of firefighter physicals tremendously over the years. Las Vegas Fire & Rescue has one of the most thorough and advanced medical examination processes in the world for our firefighters.

In addition to conducting medical examinations, Dr. Karch was involved in several other cutting edge projects on behalf of Las Vegas Fire & Rescue. Dr. Karch, in collaboration with others in the community, researched the survival rates for cardiac arrests in Clark County. He arranged to have the study published and it was used to initiate the Automatic Defibrillator program in the hotel/casinos throughout the valley. Dr. Karch also applied for and was awarded a grant from the Heart

Attack Alert Foundation to develop a video telemedicine system where video images of the patient with chest pain would be transmitted to the Emergency Department. This was the first time a federal grant for this type of a study had been awarded to a fire department. The purpose of the study was to measure the time difference in administering clot-dissolving medications to patients with chest pain compared to those who did not have video images sent to the hospital. Dr. Karch also conducted several studies on firefighter health and wellness with the University of Nevada. In addition to these duties he also participated in the Department's EMS programs by serving as the physician of record for our training programs and assisting with paramedic skills verification duties.

Dr. Karch has brought the quality of our medical examinations to world-class status. He has represented Las Vegas Fire & Rescue extremely well. We will

**"Dr. Karch Retires"**  
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**"City Adopts New Fire Code"**  
- continued from page five.

ary emergency response routes, which prohibit the installation of speed humps or other traffic management or calming devices.

## Automatic External Defibrillators (AEDs)

Language was added to the fire code to require automatic external defibrillators (AEDs) in certain occupancies. Specifically any assembly occupancy that can accommodate 1,000 or more occupants or any city of Las Vegas occupied building that can accommodate 100 occupants must have AEDs available. The AEDs are for use both by the employees and the public. They must be conspicuously located and distributed so that an AED will be available within a 3-minute travel distance to any location on the property. The AED provision has a phase in period and becomes effective in January 2005. Las Vegas Fire & Rescue personnel will assist building owners and managers with the implementation of this requirement.

## Miscellaneous Provisions

There are many other enhancements to the fire code that should improve citizen and firefighter safety. One of these provisions includes language-prohibiting pitfalls to firefighters. Specifically it is illegal to intentionally setup a device or mechanism that could injure a firefighter in the course of performing their duties.

Language is also added to require a fire safety officer on standby at events in places of assembly or any other place where people congregate, due to the number of persons, or the nature of the performance, exhibition, display, contest, or activity.

There are many more provisions in the fire code designed to make Las Vegas a safer community. If you are interested in reviewing NFPA 1/UFC 2003, contact the Fire Prevention Division. The amendments to the fire code can be accessed on the Las Vegas Fire & Rescue website.



## Farewell to Reverend Lubach

On the morning of August 24, 2004, after the Management Staff Meeting, department members bade farewell



Reverend Lubach, Chief Riddle & Chief Washington

to Rev. Jim Lubach, Chaplain with Las Vegas Fire & Rescue since August 1998.

During the past six years, Rev. Lubach has become a familiar sight around the fire stations and at special

department events. He gave the invocation at numerous Academy graduation ceremonies and department conferences. He's been with the department in good times and in bad, attending some weddings and funerals of department members.

Rev. Lubach retired a few years ago as a local pastor, after 35 years of ministry. He completed the Las Vegas Citizen's Fire Academy, is a member of the Federation of Fire Chaplains and was endorsed by the United Methodist Church on Sunrise Mountain (where he was pastor) to serve as a fire department Chaplain.

Chief Washington thanked Rev. Lubach for his dedication to the department and for the many hours he has volunteered serving its members. Chief Riddle noted that Rev. Lubach is the 2nd longest serving chaplain in the department's history, recalling the department's first Chaplain Rev. Wells (deceased).

Rev. Lubach and his wife Donna have moved to Mesquite, NV to further enjoy their retirement years. Best of luck and sincere thanks to Rev. Lubach from the members of Las Vegas Fire & Rescue. You will be missed.

## Looking Back, While Sailing Forward

### **JULY 21, 2004 TO ALL LVF&R PERSONNEL:**

I would like to thank you all for making my career as a Firefighter, Fire Investigator and Fire Captain, a most wonderful experience. I have had the chance to work with most of you and can honestly say that I have never had a bad day at work.

Your attitudes reflect daily "the love" in the fire service. I have seen a great transition from my rookie days in 1980 until today. Not just in the growth of the city, but with the quality of Firefighter and EMT's. I knew that we were

going to go through some department changes to meet the never-ending challenge, I just never knew how much change there would really be.

When I came on we had one (1 ALS) rescue unit in service every day and a staffing level of 73 FF on duty.

Wow! Have we grown or what?

It is my hope that each of you enjoys your career with the LVF&R and that each of you gets

to retire and follow your dreams. And I hope, your dreams become "REALITY." (The name of our boat.)

We live in a very dynamic world and there is not another city in the world that is changing as fast as Las Vegas. I would hope that you all have a safe and

successful career.

I also hope that you understand the great responsibility and trust that have been placed before you. Not only is the public demanding your care in times of crisis, but your partner and crew are depending on you for their survival as well.

Keep each other safe... The fire service is a great family and I am proud of the opportunity to have been a part of it.

Very Sincerely,  
**GRANT GROVE,**  
FIRE CAPTAIN  
(Retired)  
LVFR • E4-A



Grant Grove

### **"Dr. Karch Retires"** - continued from previous page

all miss Dr. Karch and his contributions to enhancing the Department's overall health and making the community safer. Although he is leaving, it doesn't mean our medical examination program will suffer. The Fire Chief has committed to continually improving the current medical examination process. The first step to ensure the program continues to improve is the recruitment of a full-time medical doctor to replace Dr. Karch. A job description has been approved and appropriate salary range identified. There are several interested candidates. Having a full-time physician will allow us to get to the next level in employee health and fitness. We would never be here without Dr. Karch. Thank you Dr. Karch, we will miss you.



# New Communication System Launched Between Firefighters, Ambulance Services & Valley Hospitals

**ONE COMMENT THAT** was made many times during the hearings concerning the attack on the WORLD TRADE CENTER on 9/11, was that emergency responders from different agencies did not have the ability to talk to each other. Many times fire departments will operate on different radio systems or frequencies than police or emergency medical units. To get a message across, they have to go through two dispatchers.

Such is the system in the Las Vegas Valley. If paramedics of the fire department want to talk to paramedics on an AMERICAN MEDICAL RESPONSE (AMR) or SOUTHWEST AMBULANCE (SW), they have to go through two dispatchers, one at the fire alarm office and the other at the ambulance service.

That process ended recently after a pilot program was initiated between the CITY OF LAS VEGAS, AMERICAN MEDICAL RESPONSE and SOUTHWEST AMBULANCE. This program put new radios in private ambulances and allowed the reprogramming of radios currently used by Fire & Rescue, enabling firefighters and paramedics to communicate directly.

Funding for the upgrade was made available to the city of Las Vegas from the U.S. DEPARTMENT OF HOMELAND SECURITY. The project cost approximately \$650,000 for 100 portable radios and docking units that have been recently mounted in the ambulances of AMR and SW. It also covered the cost of the upgrades of portable and mobile radios currently in use by Fire & Rescue. Although the radios are mounted in private ambulances, they remain as property of the city. The two ambulance services will be responsible for any costs incurred for yearly maintenance, upgrades and replacement if they are destroyed. Now paramedics and EMTs will be able to talk to each other directly. This will cut

down tremendously on time and prevent the possibility of miscommunications or understanding.

In a second phase, which will be implemented shortly, new radios will be placed at each of the Valley hospitals. Emergency medical personnel in the field will then have the ability to communicate directly with personnel in local emergency rooms and in the trauma center. Currently, this has to be done using two different radios, because the hospitals use a different radio system.

In the first phase, emergency personnel of Las Vegas Fire & Rescue and Henderson Fire Department are communicating with American Medical Response and Southwest Ambulance. After 90 days when all the problems of the implementation set up have been worked out, Clark County Fire Department, North Las Vegas Fire Department and Boulder City Fire Department will be added to the system.

Currently there is a system in place where every firefighter of each of the fire departments in the Valley can communicate directly with each other. Within the next few weeks, they will also have the ability to communicate directly with every emergency responder of AMR & SW as well as the Valley hospitals.

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